

DEPARTMENT OF HEALTH SERVICES

714/744 P STREET
SACRAMENTO, CA 95814



August 26, 1986

TO: All County Welfare Directors
All County Administrative Officers

Letter No.: 86- 46

SUBJECT: COUNTY MEDI-CAL ID CARD PRINTERS

This is to request your cooperation in monitoring the Medi-Cal ID card local county printer quality to insure that printer ribbons are routinely changed. (Note: Printer ribbons are reversible).

One of the Department's fiscal intermediaries, Computer Sciences Corporation, microfilms all claims when they are received. The original claim is then destroyed. If the print quality on the Medi-Cal card is too light, microfilm equipment does not pick up necessary ID information and the claim must be denied for lack of eligibility. This causes undue hardship to the provider and adversely affects the recipient's access to Medi-Cal services and will ultimately result in a request for a new readable card.

Counties who experience any problems with the printer, should contact the Health and Welfare Data Center Teleprocessing at (916) 739-3440. That agency can assist you with diagnosing problems and recommending solutions.

Thank you for your cooperation. If you have any questions regarding this letter, please contact your Medi-Cal Eligibility Branch MEDS Liaison.

Sincerely,

Original signed by

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

cc: Medi-Cal Liaisons
Medi-Cal Program Consultants
MEDS Liaisons

Expiration Date: November 30, 1986